



**THE COMMONWEALTH OF MASSACHUSETTS
DEPARTMENT OF INDUSTRIAL ACCIDENTS**

**600 WASHINGTON STREET, 7TH FLOOR
BOSTON, MA 02111**

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Governor

Kerry Healey
Lieutenant Governor

Jane C. Edmonds
Director, Workforce Development

Angelo R. Buonopane
Commissioner

ADVISORY MEMORANDUM

TO: ALL MASSACHUSETTS APPROVED UR AGENTS

FROM: CATHERINE FARNAM, DIRECTOR, OFFICE OF HEALTH POLICY

DATE: NOVEMBER 12, 2002

RE: **REQUIRED PROCEDURE FOR ALL INTERNAL GRIEVANCES/COMPLAINTS**

This memo is to advise all Massachusetts approved UR Agents of a new reporting requirement by this Department, regarding complaints and grievances received from injured employees/representative, and/or ordering practitioners. Beginning January 1, 2003, all Massachusetts approved UR Agents will be required to implement a formal, written internal grievance and complaint process. This procedure shall provide for the timely documentation, and resolution of all complaints/grievances received by a UR Agent. The procedure is in addition to the formal UR Complaint Process in accordance with 452 CMR 6.00 et seq..

The internal UR Agent grievance/complaint procedure should include, but not be limited to the following:

Upon notification of a complaint by an injured employee/representative, and/or the ordering practitioner, the UR Agent's Grievance Coordinator or designee, will review, process, and record the complaint on a Complaint/Grievance Form to be developed by the UR Agent. Within ten (10) business days, a written response to the complaint shall be forwarded to the injured employee/representative, and/or the ordering practitioner, and this Department, outlining the nature of the complaint, and the UR Agent's resolution.

Please submit a sample copy of your company's UR Agent Complaint/Grievance procedure and form for review and approval to Catherine Farnam, Director, Office of Health Policy, on/or before December 31, 2002. Be advised that failure to comply with this

mandate may jeopardize your continued status as an approved UR Agent for the Commonwealth of Massachusetts.

Thank you in advance for your assistance in this matter. Please feel free to contact me at (617)727-4900 x574 with any questions you have regarding this procedure.

cc: correspondence file